



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

April 6, 2010

Pamela Gavin
Director of Educational Services
Bakersfield Heart Hospital
3001 Sillect Avenue
Bakersfield, CA 93308

Dear Ms. Gavin:

RE: FINAL MONITORING VISIT REPORT for Bakersfield Heart Hospital) – ET08-0353

Date of the Visit:	03/24/10
Beginning/Ending Time:	9:30 a.m. – 11:15 a.m.
Date of Last Visit:	09/17/09
Visit Location:	Bakersfield
Persons in attendance:	Pamela Gavin, Director of Educational Services Jennifer Klein, National Training Systems Gilberto Pelaez, ETP Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	02/04/08 – 02/03/10	Agreement Amount:	\$370,566
Training Start Date:	02/06/08	No. to Retain:	173
Date Training must be Completed:	11/05/09	Range of Hours:	24 - 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	119

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FINAL REPORT SUMMARY:

• HISTORY OF AGREEMENT CHANGES

The Agreement was executed on 3/14/08 and training began on 2/06/08. You reported that all training was completed on 11/04/09, which allows for the 90-day retention period to be completed within the term ending date of the Agreement on 2/03/10. Two Agreement revisions were approved for this contract: Revision 1, executed on 8/19/08 allowed the Respiratory Therapist trainees to receive two additional Advance Technology courses, Advance Cardiac Life Support and Pediatric Advanced Life Support. Revision 2, executed on 12/30/09 changed the cap on clinical skills training for nurse trainees from 60 to 200 hours.

PROJECT STATUS:

Project staff provided Mr. Pelaez with projected statistics for the closeout of the Agreement. According to your records at the time of this final meeting, you expected to retain a total of 68 (39% percent of planned retentions) trainees for a total reimbursement of approximately \$147,925 (40 percent of the encumbered amount). Your project staff indicated that the closeout invoice will be submitted by 4/01/10. Current ETP records show that Bakersfield Heart Hospital has received progress payments totaling \$86,745.75.

Note: All progress payments are earned only after the training and employment retention are completed and the Contractor completes all other requirements in the Agreement. Trainees who complete less than the minimum (24 hrs) hours of training are not eligible for reimbursement.

In reference to the overall experience Bakersfield Heart Hospital had in implementing the ETP project, you addressed the following questions:

- 1) The reason(s) Bakersfield Heart Hospital was unable to complete the 173 trainees specified in the Agreement.

Bakersfield Hospital was not able to complete all training as originally planned due to the following:

- Hospital staffing prevented our staff from completing all course work due to Increased patient volume.
- Many of our staff changed their employment status from full time to part time/per diem which prevented them from participating in training.
- We were able to train extensively all new hires, but less participation from our experienced staff.
- Failure on our part to capture all BLS and ACLS training. We did not provide the required ETP forms for those classes and ETP would not accept the forms we used to record the training because they required original signatures.

- 2) What barriers, if any, did Bakersfield Heart Hospital experienced in implementing the ETP project?

- There were more part time employees hired than full time employees. Further, many of our existing staff could not participate in training due to staffing issues. Patient care was the priority.
- 3) What problems, if any, did experience with ETP record keeping?
- There were some problems at the beginning of the project, but the subcontractor doing the administration of the project did a good job keeping us on track.
- 4) What assistance could ETP have provided that would improve the process for future Contractor's?
- I cannot think of a single recommendation. The program is well organized, and the funding process is very much appreciated.
- 5) How did Bakersfield Heart Hospital and the employees benefit from the ETP training?
- Since the inception of the contract, we have hired adequate RN staff and expanded patient care services; staff turn over has decreased; have provided cardiac care classes to a larger group of staff; improved staff proficiencies in patient care equipment; and improved Joint Commission Patient Safety for core measures initiatives, documentation and more.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Job Number	Number to Retain	Number Enrolled in Training	Number of Trainees Dropped (following enrollment)	Number of Trainees Completed Minimum Hours	Number of Trainees Completed all Training	Number of Trainees Completed Retention
1	173	140	2	62	6	68
Totals :	173	140	2	62	6	68

The data submitted by the Contractor, as shown above, is in agreement with the data on the current Contract Status Report.

ATTENDANCE ROSTERS:

The Analyst reviewed the attendance records for 15 trainees who completed training, and were billed for payment # 2 on Invoices 6 & 8. The records reviewed were in conformance with ETP requirements, and the training hours were validated.

AUDIT:

Bakersfield Heart Hospital will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

Please contact your Monitoring Analyst within ten working days at (818) 755-1323 or gpelaez@etp.ca.gov if you have any questions or comments.

Sincerely,

Signature on file

Wally Aguilar, Manager
North Hollywood Regional Office

Signature on file

Gilberto Pelaez, Contract Analyst
North Hollywood Regional Office

cc: Jennifer Klein, Consultant (by e-mail)
David Guzman, Chief, ETP Audit & Programs Operations Division
Kulbir Mayall, Manager, Cert & Fiscal Unit
Master File
Project File

Date report mailed to Contractor 4/7/10